

Amendments to the Claims:

1. (Previously Presented) A method for interacting with one or more recipients, the method comprising:
providing a conversation control system;
selecting an approach via the conversation control system, wherein the approach comprises a script, and wherein the script comprises a first presentation and a second presentation;
selecting the first presentation; and
communicating with a recipient, wherein at least a portion of communication provided to the recipient includes the first presentation in an order indicated by the script and provided via the conversation control system.

2. (Original) The method of claim 1, wherein the script comprises a group of steps directing an interaction with the recipient.

Claims 3-4 (Canceled)

5. (Currently Amended) The method of claim 1, wherein the first presentation is a first language in which to present the script, and wherein the second presentation is a second language in which to present the script.

6. (Currently Amended) The method of claim 1, wherein the first presentation is a graphics format in which to present the script.

7. (Original) The method of claim 6, wherein the graphics format is American Sign Language.

8. (Currently Amended) A pseudo-conversation system for use between one or more users and one or more recipients, the system comprising:

a computer, wherein the computer includes a computer interface operable to receive input from a user;

a communication device, wherein the communication device accepts input from the computer and provides an audio output accessible to the user;

a computer readable medium accessible by the computer, wherein the computer readable medium includes:

~~an approach, wherein the approach comprises~~ a script, wherein the script comprises a group of script items selectable during a conversation with the one or more recipients, and wherein the script comprises a first presentation and a second presentation, wherein the first presentation includes the group of script items rendered in a first form, and wherein the second presentation includes the group of script items rendered in a second form;

wherein the computer readable medium further comprises instructions executable by the computer to:

receive a selection from the user, wherein the selection from the user indicates the first presentation of the script;

based on the selection from the user, access an audio output associated with the first presentation of the script; and

present the audio output to the communication device.

9. (Currently Amended) The pseudo-conversation system of claim 8, wherein the instructions are further executable by the computer to:

access ~~a~~ the script, ~~wherein the script comprises a group of script items.~~

10. (Original) The pseudo-conversation system of claim 9, wherein the instructions are further executable by the computer to:

present a subset of the group of script items to the user via a display associated with the computer, wherein the selection from the user indicates one of the subset of the group of script items.

11. (Previously Presented) The pseudo-conversation system of claim 10, wherein the selection from the user is a “no response”, and wherein the system further comprises a microphone for accepting an audio input from the user to be presented via the communication device.

12. (Original) The pseudo-conversation system of claim 10, wherein the selection from the user is a first selection, the subset of the group of script items is a first subset of script items, the audio output is a first audio output, and wherein the instructions are further executable by the computer to:

present a second subset of script items to the user via the display, wherein the second subset of script items is based at least in part on the first selection; and

receive a second selection from the user; based on the second selection from the user, access a second audio output; and present the second audio output to the communication device.

13. (Original) The pseudo-conversation system of claim 12, wherein the first subset of script items includes one or more salutations and the second subset of script items includes one or more responses chosen in anticipation of a recipient’s response.

14. (Original) The pseudo-conversation system of claim 10, wherein the subset of the group of script items are responses chosen in anticipation of a recipient’s response.

15. (Original) The pseudo-conversation system of claim 8, wherein the computer interface is a keyboard.

16. (Original) The pseudo-conversation system of claim 8, wherein the computer interface is a mouse.

17. (Original) The pseudo-conversation system of claim 8, wherein the computer interface is a microphone.

18. (Original) The pseudo-conversation system of claim 8, wherein the communication device comprises a telephone device.

19. (Currently Amended) The pseudo-conversation system of claim ~~8~~ 18, wherein the telephone device comprises a dialing device.

20. (Original) The pseudo-conversation system of claim 18, wherein the system further comprises:

a speaker coupled to the communication device, wherein an audio response from the recipient is presented to the user via the speaker.

21. (Original) The pseudo-conversation system of claim 18, wherein the telephone device further comprises:

a microphone operable to accept audio input from the user.

22. (Original) The pseudo-conversation system of claim 18, wherein the telephone device accepts a telephone number from the computer, and dials the telephone number.

23. (Original) The pseudo-conversation system of claim 22, wherein the telephone number is provided to the computer via the computer interface.

24. (Original) The pseudo-conversation system of claim 8, wherein accessing the audio output comprises:

accessing a database associated with the computer to obtain an audio file; and
converting the audio file to the audio output.

25. (Currently Amended) A method for providing a consistent presentation to one or more recipients, the method comprising:

initiating communication with ~~the recipient~~ at least one of the one or more recipients;

presenting a first script and a second script to a user, wherein the first script comprises a first group of script items selectable during a conversation with the at least one of the one or more recipients, wherein the second script comprises a second group of script items selectable during a conversation with the at least one of the one or more recipients, wherein the first script is associated with a first presentation and a second presentation, ~~and~~ wherein the second script is associated with a third presentation and a fourth presentation, wherein the first presentation includes the first group of script items rendered in a first audio form, wherein the second presentation includes the first group of script items rendered in a second audio form, wherein the third presentation includes the second group of script items rendered in the first audio form, and wherein the fourth presentation includes the second group of script items rendered in the second audio form;

receiving a selection of the first script and the first presentation of the first script from the user;

presenting ~~a~~ the first group of script items associated with the first script to the user;

receiving a selection of a script item from the first group of script items; and

presenting the selected script item to the ~~recipient~~ at least one of the one or more recipients as an audio output in the first audio form.

26. (Currently Amended) The method of claim 25, wherein initiating communication with the ~~recipient~~ at least one of the one or more recipients comprises:

receiving, at a computer, a telephone number associated with the ~~recipient~~ at least one of the one or more recipients;

providing the telephone number to a dialing device in communication with the computer;

dialing the telephone number; and

upon response of the ~~recipient~~ at least one of the one or more recipients, presenting a salutation to the ~~recipient~~ at least one of the one or more recipients as an audio output.

27. (Currently Amended) The method of claim 25, the method further comprising:
receiving a response from the ~~recipient~~ at least one of the one or more recipients;
and
providing the response to the user via a speaker.

28. (Currently Amended) The method of claim 27, wherein the first group of script items is determined based on an anticipated response from the ~~recipient~~ at least one of the one or more recipients.

29. (Original) The method of claim 27, wherein the selection is based at least in part on the response provided to the user.

30. (Canceled)

31. (Canceled)

32. (Currently Amended) The method of claim 25, wherein the first group of script items are accessed from a computer readable medium.

33. (Currently Amended) The method of claim 32, wherein the first group of script items comprises a group of audio files.

34. (Original) The method of claim 33, wherein each of the audio files are of a common voice type, such that presentation of two audio files appears as if a single person is speaking.

35. (Canceled)

36. (Canceled)

37. (Canceled)

38. (Original) The method of claim 25, wherein the selection is received via a keyboard.

39. (Original) The method of claim 25, wherein the selection is received via a microphone.

40. (Currently Amended) The method of claim 25, wherein the presenting the selected script item to the ~~recipient~~ at least one of the one or more recipients as an audio output is done via a telephone.

41. (Currently Amended) A method for responding to inquiries, the method comprising:

- receiving an inquiry from a recipient;
- presenting a first script and a second script to a user;
- receiving a request to use the first script based on the inquiry from the recipient;
- displaying a group of script items, wherein the group of script items is associated with the first script;

- receiving a selection of a script item from the group of script items, wherein the selected script item is presented to the recipient as an audio output in a selected form, wherein each of the group of script items is available in at least a first form and a second form.

42. (Original) The method of claim 41, wherein the group of script items is a first group of script items, the method further comprising:

- automatically selecting a salutation from a set of script items, wherein the first group of script items is a subset of the set of script items; and
- presenting the salutation to the recipient as an audio output.

43. (Original) The method of claim 41, wherein receiving the inquiry from the recipient comprises receiving an audio input from the recipient.

44. (Original) The method of claim 41, wherein the script item is a first script item, and wherein the group of script items is a first subset of script items and a subset of a set of script items, the method further comprising:

receiving a response to the audio output;

viewing a second subset of script items, wherein the second subset of script items is a subset of the set of script items; and

selecting a second script item from the second subset of script items; wherein the second script item is presented to the recipient as an audio output.

45. (Previously Presented) The method of claim 1, wherein the script is a first script, wherein the approach includes at least the first script and a second script, wherein the second script includes at least a third presentation and a fourth presentation, and wherein the method further comprises:

selecting the first presentation.

46. (Previously Presented) The method of claim 45, wherein the first script is an aggressive script and the second script is a passive script.

47. (New) The method of claim 25, wherein the first form is the user's own voice, and wherein the second form is in a voice other than the user's own voice.

48. (New) The method of claim 25, wherein the first form is a first language, and wherein the second form is a second language.

49. (New) The method of claim 25, wherein the first form is a first accent of a language, and wherein the second form is a second access of the language.

50. (New) The method of claim 25, wherein the first form is in a male voice, and wherein the second form is in a female voice.

51. (New) The method of claim 25, wherein the first form is an audio form, and wherein the second form is a graphical display of American Sign Language.